

Your front line supervisors are the pivotal people to ensure that your employees live the Core Values. When they know how to serve as performance coaches, supervisors help employees be successful. Retaining great employees becomes much easier because team members feel valued, supported and challenged in their work.

If you want to begin the shift to performance coaching, you need to provide your supervisors with the right tools. Cargas suggests the popular **Successful Supervision** course. Three four-hour classes provide a solid foundation in performance management and coaching. The groups meet every other week to give participants opportunities to practice and apply the skills with their teams. The interactive model of training emphasizes participation, specific skill building, and practical application back on the job. The instructor for the course is consultant TJ Titcomb, PhD.

CLASS 1: **Leading the Team**

Group A
Mon, Sep 9
8:00 - 12:00

recognize the critical components of being a team leader – learn what keeps employees motivated – determine how to influence motivation – recognize the impact of de-motivators – understand core differences (in temperament, personality, thinking style, and values) and essential differences (culture, abilities, gender and generation) – identify approaches to be more effective with the different styles of team members – promote mutual respect within the team

Group B
Mon, Sep 16
8:00 - 12:00

CLASS 2: **Succeeding as a Coach**

Group A
Mon, Sep 23
8:00 - 12:00

choose assertive coaching messages to use with your team: **instructive** (discuss expectations, teach what and how); **supportive** (listen, lift up and encourage); **appreciative** (praise through positive feedback, recognize efforts and thank); or **constructive** (build skills and confidence through negative feedback, correct problem performance, and problem solve barriers to performance) – track performance to identify patterns – write behavior-based documentation – discuss why some supervisors avoid confronting problem performance

Group B
Mon, Sep 30
8:00 - 12:00

CLASS 3: **Managing Performance**

Group A
Mon, Oct 7
8:00 - 12:00

manage challenging employee behaviors – avoid and control workplace games – hold staff accountable – plan the problem solving meeting – develop Coaching Action Plans – decide when to coach and when to manage performance problems – follow through – prepare for the annual performance review – choose accurate and fair ratings – structure the interview – set performance goals

Group B
Mon, Oct 14
8:00 - 12:00



The classes will be held at the **Cargas** building in the Stockyards Corporate Center
1310 Marshall Ave
just off Lititz Pike
in Lancaster

Tuition for the 12-hour course is \$600.
with a \$50 discount on each registration for multiple attendees from the same organization